**FRIENDS AND FAMILY TEST**

**RESULTS**

**MONTH: April 2019**

**Total= 100 responses**

**How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?**

Extremely Likely- 75 75%

*Likely- 14*  14%

Neither Likely or unlikely- 1 1%

Unlikely-2 2%

Extremely Unlikely-6 6%

Don’t Know-2 2%

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| Helpful staff |  |  |  |
| Good service and brilliant nurse |  |  |  |
| Littletown family medical practice 1 of the best in oldham. |  |  |  |
| Fast service pleasant staff |  |  |  |
| Always get response and treatment on first call. |  |  |  |
| Always helpful. |  |  |  |
| Both doctors and staff are every helpful and understanding of my condition |  |  |  |
| All staff very good |  |  |  |
| Very pleasant and helpful staff both at reception and the nurses they always make you feel at ease |  |  |  |
| I am very satisfied with littletown but do not know anyone who lives near enough to be accepted by them. |  |  |  |
| Very helpful |  |  |  |
| Pleasant and professional approach by all at the medical practice |  |  |  |
| Well looked after |  |  |  |
| Get well looked after |  |  |  |
| Great staff take good care of you so much |  |  |  |
| [1/2] I always get an appointment on time when I need and emergency appointment the staff are friendly on the phone and face to face doctors and nurse they look |  |
| Very helpful in every way |  |  |  |
| Because Mary is so important and helpful |  |  |  |
| Because the nurses are brilliant |  |  |  |
|  I now have to wait over a week for blood test, having anaemia I'm worried about my health |  |  |  |
| I am happy with the service and it's local to where I reside |  |  |  |
| I was seen quick by friendly, efficient staff |  |  |  |
| Reception and Dr whom I saw was great with attention to me and explain my concern and treatment. |  |  |  |
| Good doctors pleasant helpful staff quick access to treatment |  |  |  |
| [1/2] The staff are lovely and help wherever they can. This morning for example I didn't get the right prescription and with it being good Friday and bank holiday |  |
| The nurse was lovely and made me feel as comfortable as possible. |  |  |  |
| [1/2] Because we have been with this surgery for 27 years and just because we changed our address from 44 Wakefield drive ,Chesterton,ol12pt to 8 Putney close, |  |
| [1/2] The doctors, nurses and reception were brilliant, caring and extre |  |  |  |
| Quick service, very polite staff |  |  |  |
| Dr Perveen is fantastic. Always very thorough, kind , caring and helpful. |  |  |  |
| Caring people. |  |  |  |
| Got seen quickly |  |  |  |
| The staff is always very helpful and friendly |  |  |  |
| [1/2] Don’t feel the doctor was Understanding of my health concerns and was not reassured when I was given a prescription to which I was then told I may have a |  |
| The staff are wonderful and polite the access to the doctors are excellent |  |  |  |
| The person I spoke to was very helpful, polite and patient. |  |  |  |
| I was meant to say 1 not 5. I like the surgery. Always sorts my queries out |  |  |  |
| The drs and reception and nurses are always lovely and helpful. |  |  |  |
| Welcoming nurse with more explication for the subject. |  |  |  |
| Caring staff and prompt action to all requests |  |  |  |

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